



# Service Bulletin

Bulletin No.: 21-NA-044

Date: May, 2021

## TECHNICAL

**Subject:** Vehicle Software Update (VeSCoM)

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Suburban	2021	2021				
	Tahoe						
GMC	Yukon	2021	2021				
	Yukon XL						

Involved Region or Country	North America
Additional Options (RPOs)	
Condition	<p>Some customer 2021 SUVs need to receive the latest vehicle software configuration management (VeSCoM) software update.</p> <p>Some of the notable messages and/or DTCs technicians may find in the DIC corrected through VeSCoM include:</p> <ul style="list-style-type: none"><li>• U0132 Service Leveling or Service Headlamp</li><li>• IPC- Intermittent Blank IPC</li><li>• P2B87 AUX Water Pump</li><li>• U0230 Power Liftgate Inoperative</li><li>• U3006 and U3007 Low Voltage</li><li>• Rear Seat Infotainment - Touch inoperative</li><li>• U3000.49 Service Driver Assist - LRR</li><li>• U3000.71, .72, .96Service Steering Column Lock ESCL</li><li>• EBCM C0024 Antilock Brake System</li><li>• P12A6 No Start - ECM</li><li>• No Start/DIC/MIL - Low Battery Voltage</li><li>• No Backup or 360 Cameras - VPM Offline</li><li>• C2A21 Park Brake, EPB Light and "Service Transmission" after Low Voltage</li><li>• No Start or MIL with U1962 Data Communications</li><li>• Service Leveling System - No DTCs</li></ul>
Cause	The cause of the condition may be software anomalies.
Correction	Dealers will sequentially reprogram affected modules with service programming system (SPS) or techline connect (TLC).

### Service Procedure

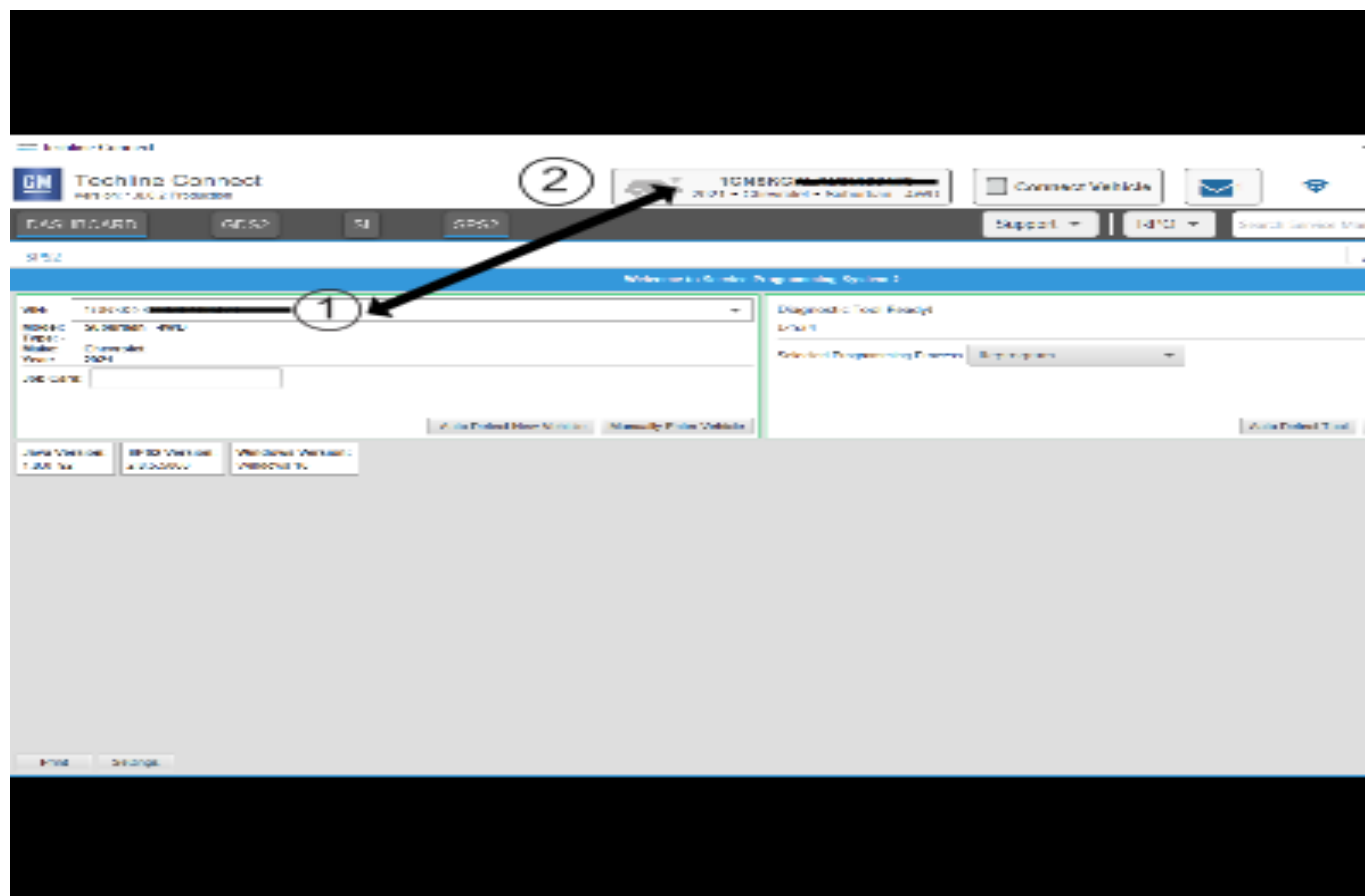
**Caution:** Before downloading the update files, be sure the computer is connected to the internet through a network cable (hardwired). DO NOT DOWNLOAD or install the files wirelessly. If there is an interruption during programming, programming failure or control module damage may occur.

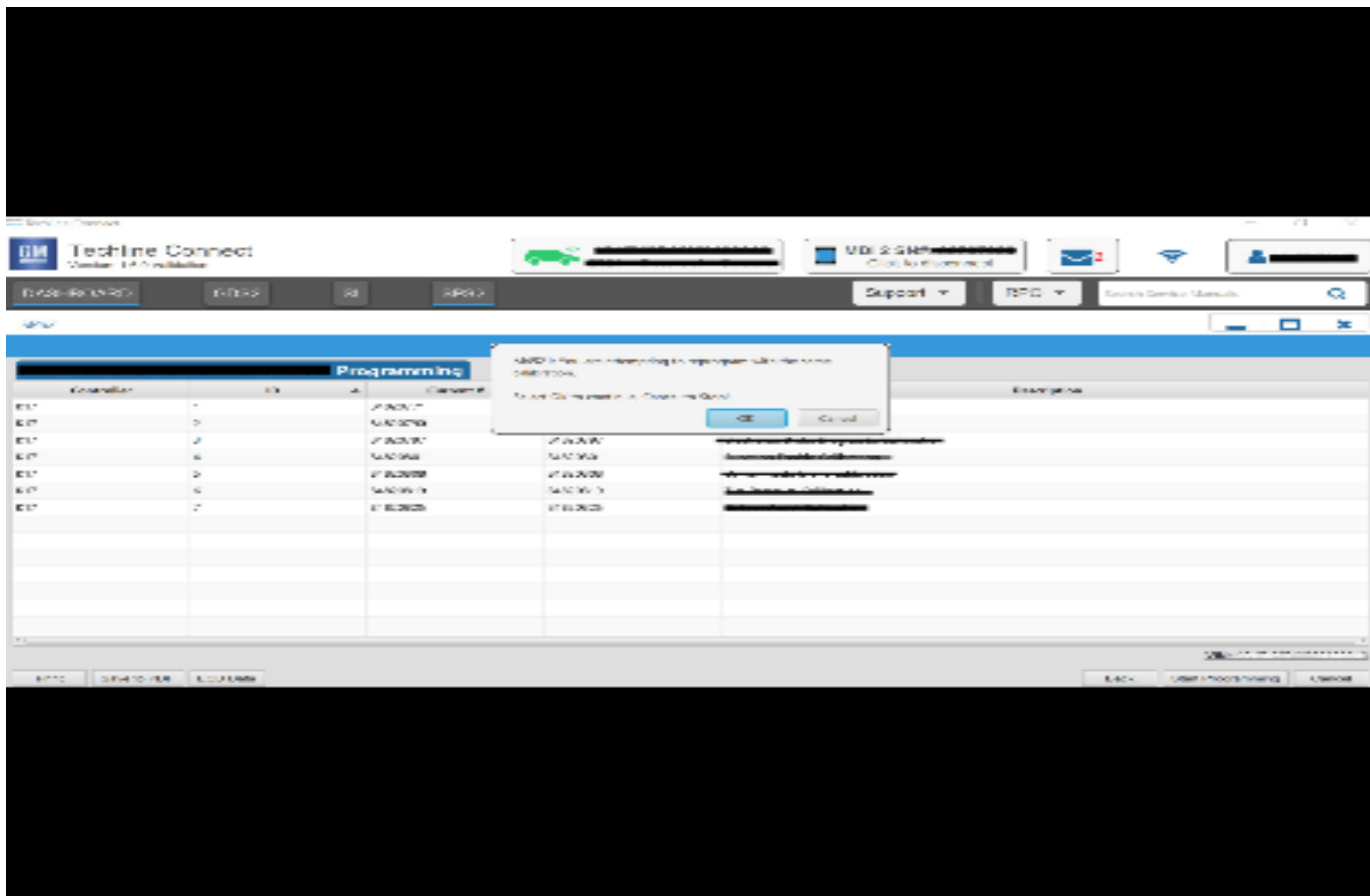
**Note:** Carefully read and follow the instructions below.

- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.

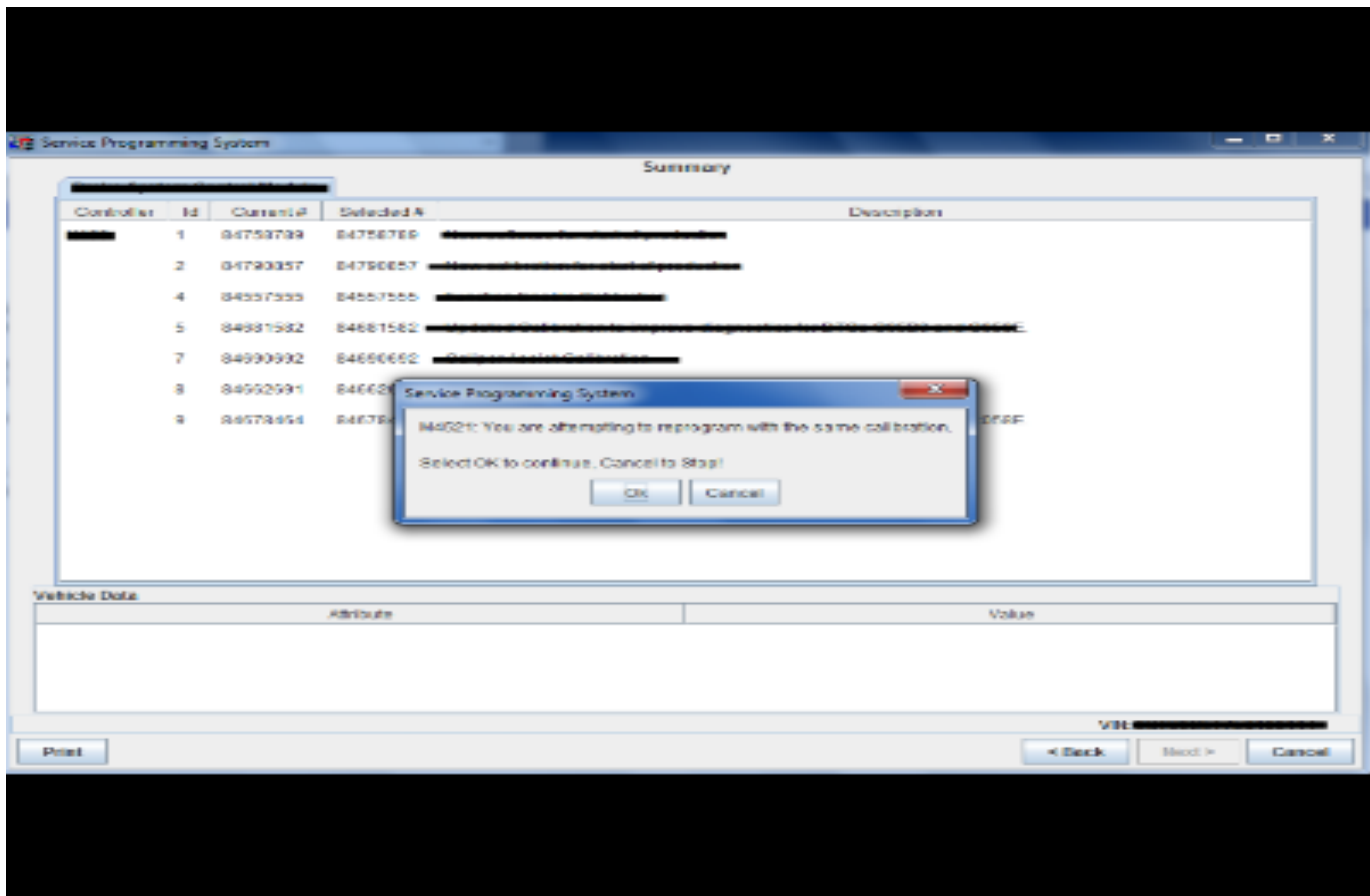
- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. Install a GM Authorized Programming Support Tool to maintain system voltage. Refer to [www.gmdesolutions.com](http://www.gmdesolutions.com) for further information. If not available, connect a fully charged 12 V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.
- Follow the on-screen prompts regarding ignition power mode, but ensure that anything that drains excessive power (exterior lights, HVAC blower motor, etc) is off
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

**Caution:** Be sure the VIN selected in the drop down menu (1) is the same as the vehicle connected (2) before beginning programming.



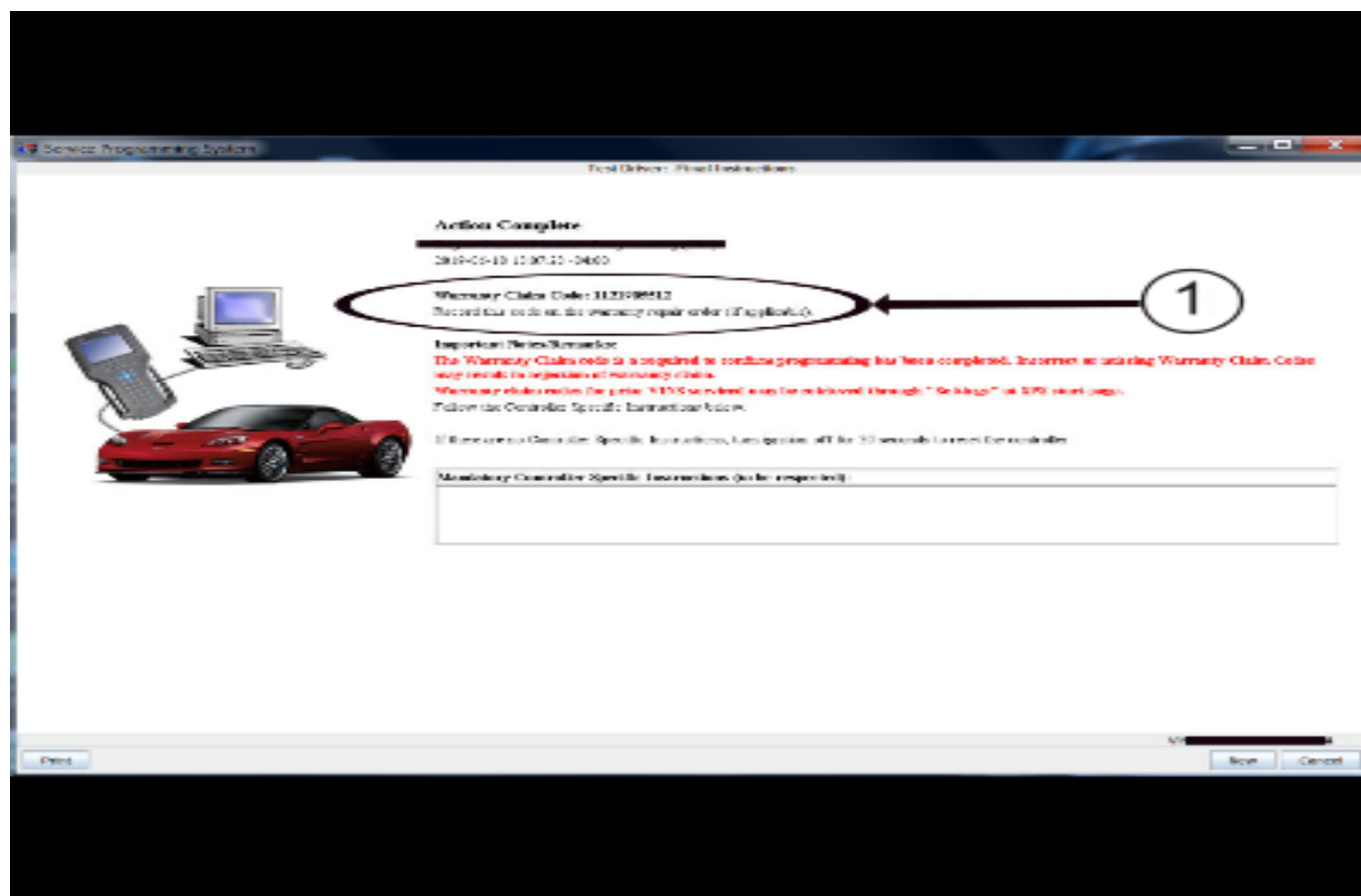


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**Note:** The screenshots above are an example of module programming and may not be indicative of the specific module that is being programmed. Module selection and VIN information have been blacked out.

**Important:** To avoid warranty transaction rejections, you **MUST** record the warranty claim code provided on the SPS Warranty Claim Code (WCC) screen shown above on the job card. Refer to callout 1 above for the location of the WCC on the SPS screen

2. After programming is finished, open GDS2.  
Navigate to Vehicle Diagnostics -> Vehicle DTC information and clear codes in all modules.
3. Record SPS Warranty Claim Code on job card for warranty transaction submission.

## Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
9700025*	Sequential Module Reprogramming with SPS or TLC	1.1 hr
<p>*This is a unique Labor Operation for Bulletin use only.</p> <p><b>Important:</b> **To avoid warranty transaction rejections, carefully read and follow the instructions below:</p> <ul style="list-style-type: none"> <li>The Warranty Claim Code must be accurately entered in the "SPS Warranty Claim Code" field of the transaction.</li> <li>When more than one Warranty Claim Code is generated for a programming event, it is required to document all Warranty Claim Codes in the "Correction" field on the job card. Dealers must also enter one of the codes in the "SPS Warranty Claim Code" field of the transaction, otherwise the transaction will reject. It is best practice to enter the FINAL code provided by SPS/SPS2.</li> </ul>		

### Warranty Claim Code Information Retrieval

If the SPS Warranty Claim Code was not recorded on the Job Card, the code can be retrieved in the SPS system as follows:

1. Open SPS/TLC on the computer used to program the vehicle.
2. Select and start SPS/SPS2.
3. Select Settings.
4. Select the Warranty Claim Code tab.

The VIN, Warranty Claim Code and Date/Time will be listed on a roster of recent programming events. If the code is retrievable, dealers should resubmit the transaction making sure to include the code in the SPS Warranty Claim Code field.

Version	2
Modified	Released March 09, 2021 Revised May 10, 2021 – Updated Subject, Service Procedure, and Warranty Information sections.

